

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology Services

Statewide Telecommunications
and Network Division

Category:

**Agency
Telecommunications
Management**

Chapter Title:

**Introduction - Core
Responsibilities**

Chapter Number:

0200.0

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POLICY

As authorized by the Governor's Reorganization Plan No. 2 (GRP2) Government Code, Sections [11541-11544](#), the Department of Technology Services, Statewide Telecommunications and Network Division ([DTS-STND](#)) establishes and oversees the policies, standards, practices and procedures that help ensure consistent and cost-effective telecommunications systems and services.

RESPONSIBILITIES

Each state agency shall:

- Establish a centralized statewide telecommunications management function within the agency.
- Designate a Chief Agency Telecommunications Representative ([CATR](#)) who is the primary point of contact with DTS-STND for agency telecommunications matters. This individual must be at the supervisor/manager level or above (i.e., DPM I/II/III/IV; SSM I/II/III; BSO I/II/III; CEA, etc.).
- Designate Agency Telecommunications Representatives ([ATR](#)s) to assist the CATR as needed.
- Designate a Directory Listing Coordinator ([DLC](#)) who is the liaison between the agency and DTS-STND in matters related to state directory telephone numbers and address listings. The DLC and ATR duties may be combined into one designated ATR individual.
- Implement policies and controls, based on state law and policy, within the agency related to use of telecommunications equipment and services which includes, at a minimum: state telephone usage, cellular phone use, private residence, toll-free services, data services, cable wiring and system security including fraud and abuse monitoring.
- Participate in telecommunications strategic and long-range planning forums as applicable and as requested by DTS-STND.
- Assess and plan for agency telecommunications needs and communicate them to DTS-STND as requested.
- Inform DTS-STND of projects requiring its involvement during the earliest planning stages.

AUTHORITY AND REFERENCES

Government Code Section [14627](#) and GRP2 Government Code Sections [11541-11544](#)

[STMM Section 0201.0](#) - CATR/ATR responsibilities

[STMM Section 0202.0](#) - State Telephone Directory Listing Coordinator